



DEPARTMENT OF EMERGENCY
MANAGEMENT
TOWN OF HARWICH

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Lee
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VOICE BROADCAST

Dear Harwich Resident:

January 16, 2008

In an effort to improve communications to our resident customers, the Harwich Department of Emergency Management in coordination with the Harwich Water Department, has implemented a new Voice Broadcast System. This new system will supplement our current communication plans and augment public safety.

The Voice Broadcast technology uses phone and internet lines to quickly send voice messages to hundreds of residents and/or businesses in a time-sensitive manner. In the event of local disruptions, such as extreme weather conditions, water main breaks, traffic incidents, etc., the system will contact the effected residents with a pre-recorded message with information about the current situation.

In order to successfully provide this valuable service, we ask that you please provide the Harwich Water Department with your updated information by using the form below **<and return it using the return envelope we have provided, you may also submit this information by several other means listed below?>**:

- Contact the Harwich Water Department by phone at 508-432-0304 x. 202
- Fax completed form to 508-430-7520
- Email information to customerservice@harwichwater.com
- You may also check our websites www.harwichwater.com and/or www.harwichpolice.com as we hope to have a form on both websites for residents to update their information.

Resident Contact Information	
Name	_____
Harwich Address	_____
Harwich Primary Phone	_____
PHONE NUMBER TO RECEIVE BROADCAST MESSAGE, INCLUDING AREA CODE ie. LOCAL HARWICH PHONE, CELL PHONE, COMCAST DIGITAL, ETC.	
Other Phone	_____
IE. WORK PHONE, OTHER RESIDENCE PHONE, AREA CODECODE – BACKUP	
CONTACT NUMBER	_____
Email	_____

It is our intention and hope that every customer be included in the notification database. Please find answers to Frequently Asked Questions on the reverse side of this document. Please feel free to contact the Harwich Water Department at 508-432-0304 x.202, if we can assist you with additional information.

Please be assured that the phone numbers you provide are confidential and will only be used by the Town of Harwich Department of Emergency Management & Harwich Water Department.

Thank you,

Lee Culver, Director, Harwich Department of Emergency Management &
Craig Wiegand, Superintendent, Harwich Water Department

VOICE BROADCAST SYSTEM – Frequently Asked Questions

What is a Voice Broadcast System?

This service allows authorized Departments to create and rapidly disseminate time-sensitive messages to every telephone number stored in the notification database. Only authorized officials are allowed access to the system.

How does the service work?

Authorized officials have voice message recorded that is then delivered quickly to individual phones in the notification database.

What types of messages will be sent using the service?

Any message regarding the safety or welfare of our community would be disseminated using this service. Examples could include water main breaks, severe weather warnings and updates, hazardous traffic or road conditions inside the town or affecting local routes, and any other situation that could impact the safety, property, or welfare of our customers.

Is my telephone number included in the notification database?

It is our intention and hope that every residence and commercial facility in our community be included in the notification database. We are requesting one main/local phone number for this Voice Broadcast System. Other phone numbers will be collected but not used for this purpose.

May I use a cell phone as my notification database listing?

Yes, we can accept cell phones as secondary phone numbers in the database and encourage you to request that your number be included.

What precautions are being taken to protect personal information?

The Harwich Water Department and Harwich Emergency Management Unit take security and privacy concerns very seriously and do not sell, trade, lease or loan any data about our clients to any third party. From a technical perspective, we utilize multiple physical and virtual layers of firewalls to maintain data security. We only utilize secure transmissions with its customers. No confidential information is ever transmitted.

Will there be a way to positively identify incoming calls which are made by the Harwich Water Department and Emergency Management Unit?

Every message will begin with the same standard announcement: **“Hello, this is the Harwich Water Department/Harwich Department of Emergency Management calling with an important message”**. The message content will follow this standard introduction.

Will the Voice Broadcast System work if I have a call screening system on my phone?

There are several varieties of call screening devices which use differing protocols for screening. In general, the system has been found to work with these devices; but, some may require some type of pre-programming to allow our Department telephone number to pass through. We may conduct periodic test to assure that messages are being delivered to numbers in the notification database.

If I have provided more than one phone number, when will they be called?

At this time, we will only be using a local Harwich/cell/primary phone number.

My primary phone is a cell phone with a non-local area code. Will the Voice Broadcast System call numbers outside the area?

Yes. The area code does not impact whether or not a call is made.

Why is correspondence going to the Harwich Water Department only?

Currently, the Voice Broadcast System is located at the Harwich Water Department. Therefore, the Harwich Water Department will be managing the resident database.